



Consumer Service Reviews (CSR): 2006 Baseline Reviews

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Commission on Mental Health

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CSR: A Transformation Initiative

■ 5 Subcommittees

1. Consumer/Family Involvement
2. Knowledge Dissemination and Use
- 3. Results Management**
4. Relationship Management
5. Expanded or New Cross-agency Initiatives

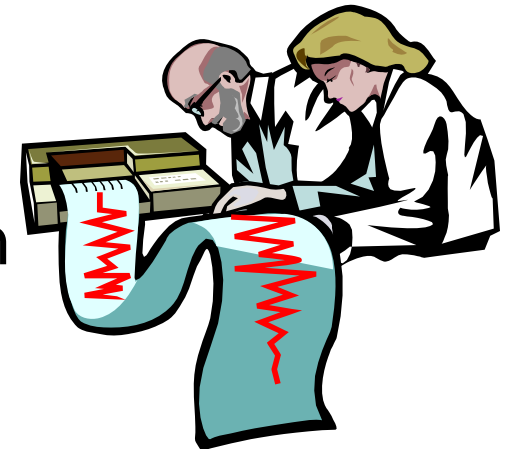
Transformation and CSR

- **Results Management** – Three-part process for measuring the outcomes of our individual and collective efforts.
 - Measurement of transformation process – are we doing what we said we would do?
 - Systems level outcome (communitywide and statewide) measures of performance (e.g. percentage of SMI and addicted/alcoholics in the criminal justice system).
 - Service level performance – measuring consistency and quality of performance at the clinical team level – using the **consumer services review** methodology developed by Human Systems and Outcomes. This Methodology will encompass the measurement of Evidence-Based Practice Technology.

CSR vs. Current Results Measurement

- Current Measures of Success and Performance

- ✓ National Outcome Measures
- ✓ JACHO and CARF Accreditation
- ✓ Satisfaction Surveys



- Need to understand today's reality

- Need **Quality** measure with those above

What are Consumer Service Reviews?

- Quality reviews at the treatment team level
- Adult and Youth Protocols outline review of charts and services, including interviews with consumers, family members, treatment team members and others
- Protocols developed by cross-system teams
- Protocols consist of status, progress, and practice indicators
- Every CMHC Provider to get a baseline review in 2006

Status, Practice, and Performance

Examples of Indicators

Status

- ✓ Safety
- ✓ Stability
- ✓ Emotional and Behavioral Well-being
- ✓ Substance Use

Progress

- ✓ Symptom and Substance Use Reduction
- ✓ School or Work Progress
- ✓ Risk Reduction

Practice

- ✓ Engagement
- ✓ Teamwork
- ✓ Assessment and Understanding
- ✓ Intervention Tracking and Adjustment

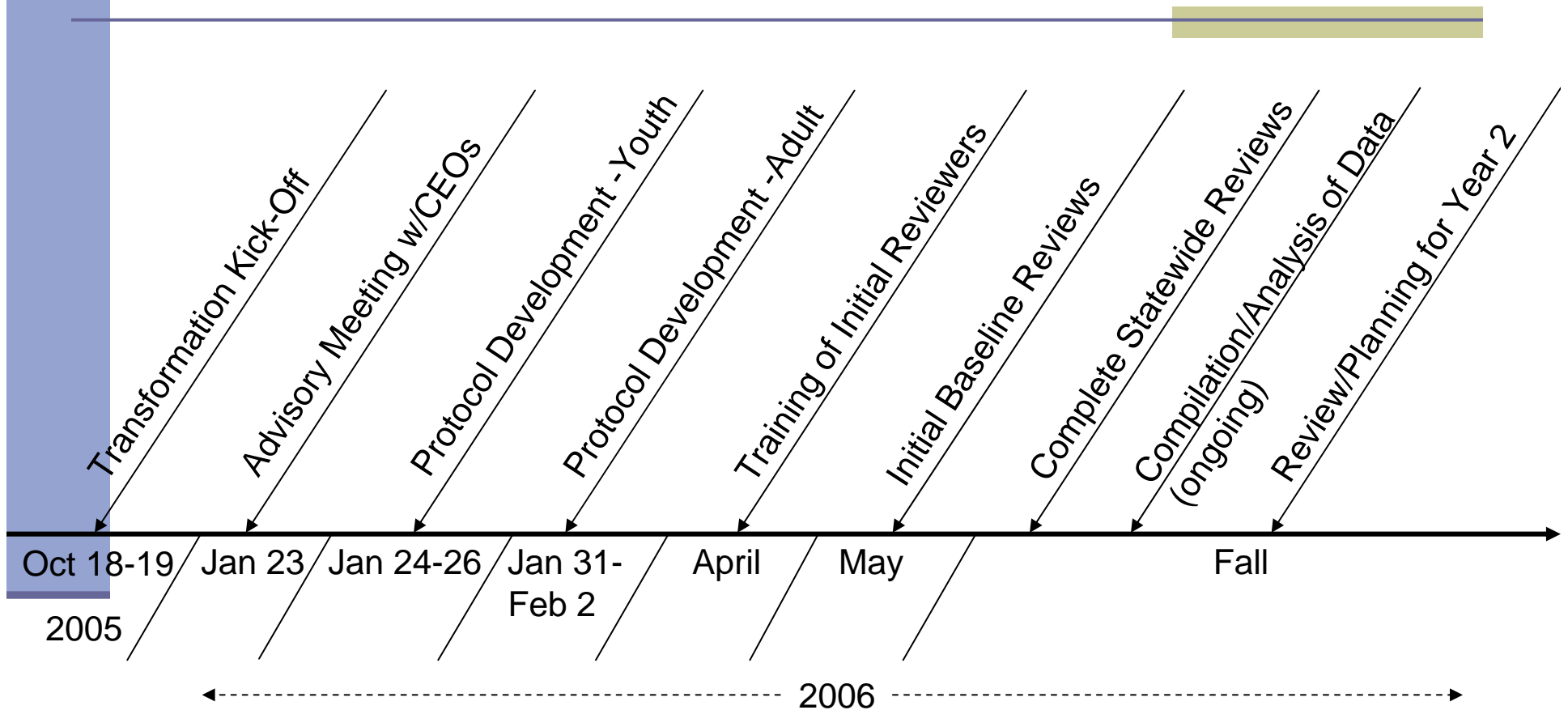


FOCUS GROUPS

- Review weeks include focus groups with agency staff and other stakeholders
- ☺ CEOs, middle management and front line staff
- ☺ Other child service agencies, i.e. probation, DCS, DOE, etc
- ☺ Families and advocacy groups



Timeline for Indiana Consumer Service Reviews



2006 Review Weeks

- | | |
|------------------------|----------------------|
| ✓ May 8-12, 2006 | Central Indiana |
| ✓ September 18-22 | Northwestern Indiana |
| ☐ October 16-20 | Northeastern Indiana |
| ☐ November 13-17, 2006 | East/Southeast IN |
| ☐ December 11-15, 2006 | West/Southwest IN |

Results

- Immediate feedback given to Treatment Teams the day of each review
- Agency Results
- Regional Results
- Statewide Results

Results (cont.)

- Improve: **RED ZONE**
 - Score of 1 or 2 on an indicator

- Refine: **YELLOW ZONE**
 - Score of 3 or 4 on an indicator

- Maintain: **MAINTAINENCE ZONE**
 - Score of 5 or 6 on an indicator

**Central Indiana
May 2006**

Youth - 25 cases reviewed

Adult - 31 cases reviewed

**Northwest Indiana
September 2006**

Youth - 33 cases reviewed

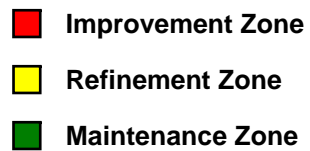
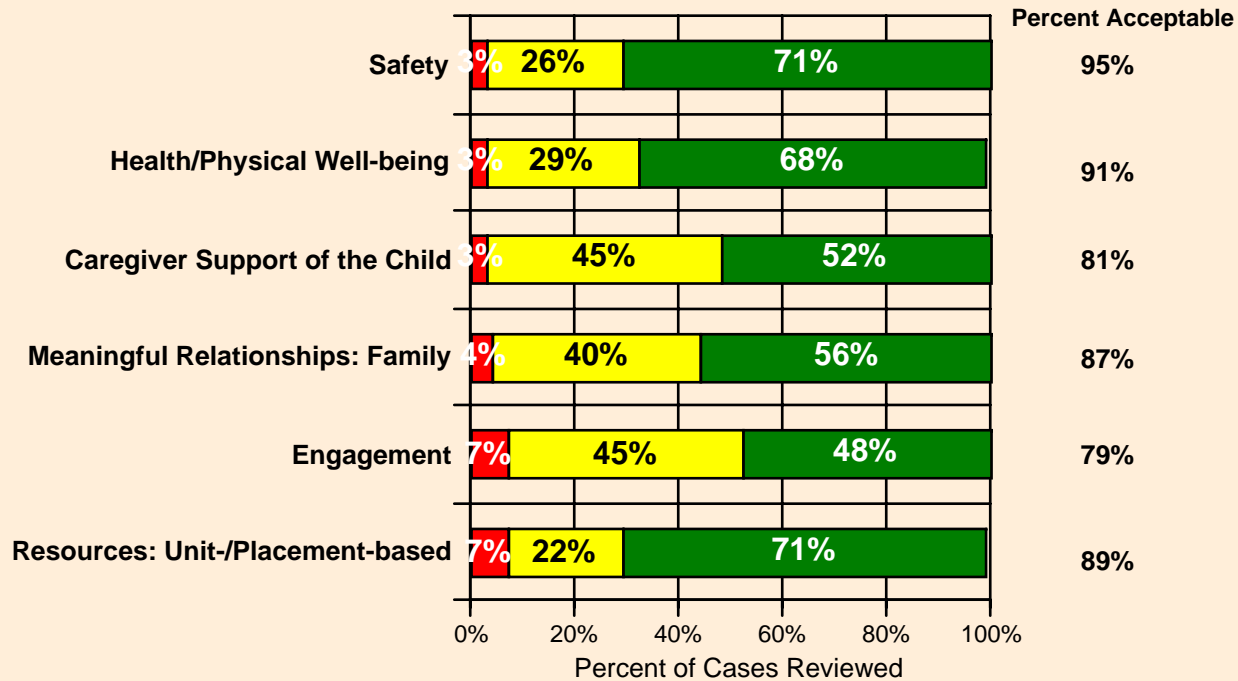
Adult - 35 cases reviewed

Year to Date Totals

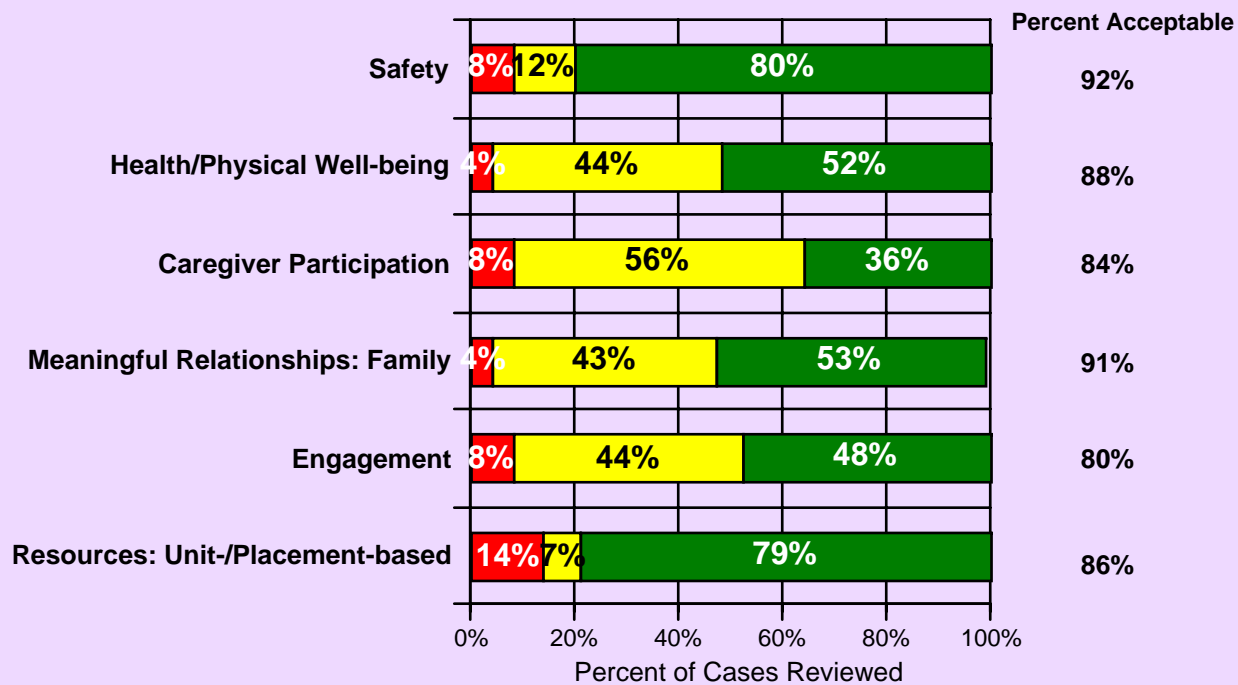
Youth - 58 cases reviewed

Adult - 66 cases reviewed

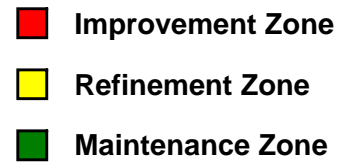
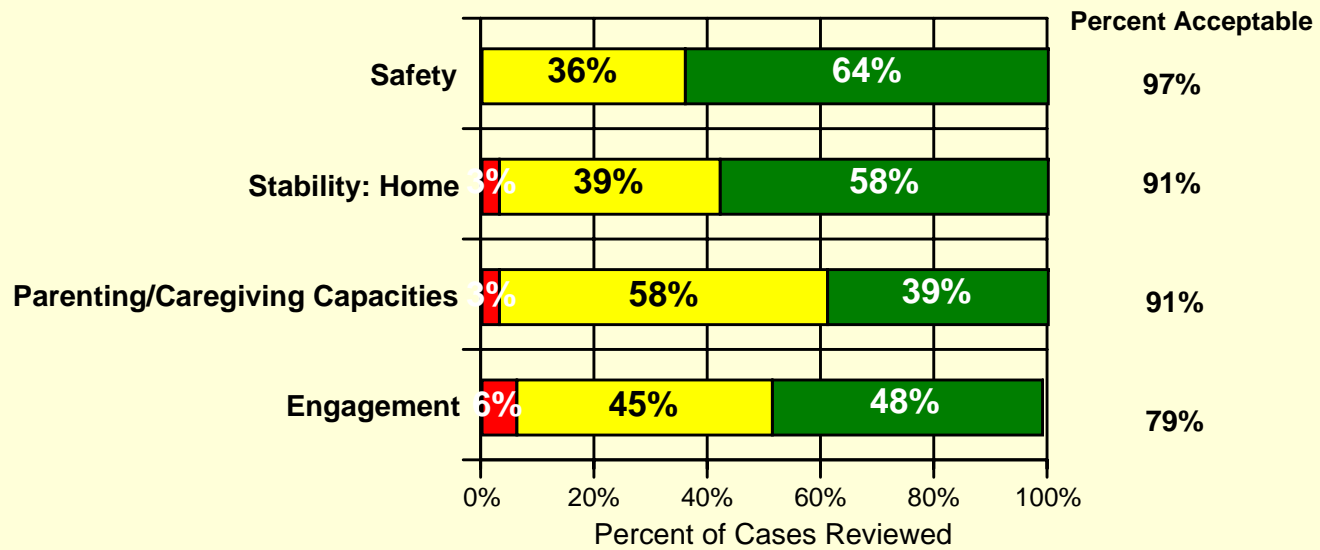
Statewide Strengths Child/Youth Reviews



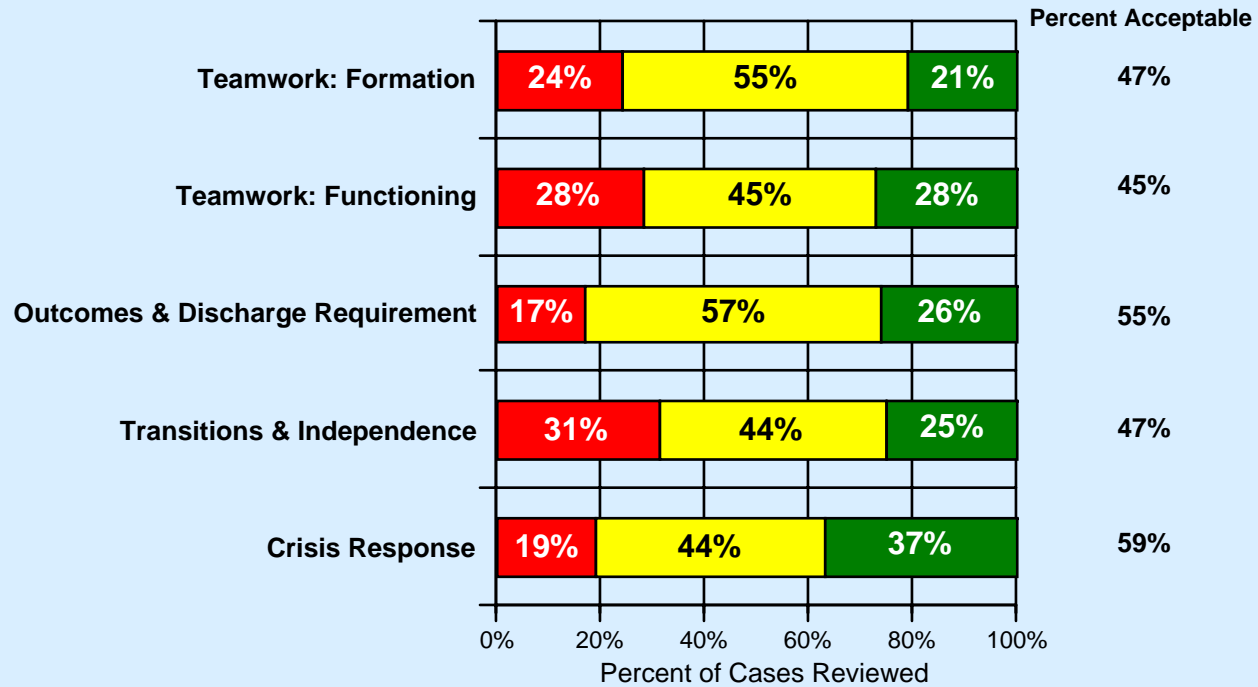
Central Region Strengths Child/Youth Reviews



Northwest Region Strengths Child/Youth Reviews

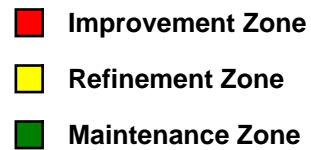
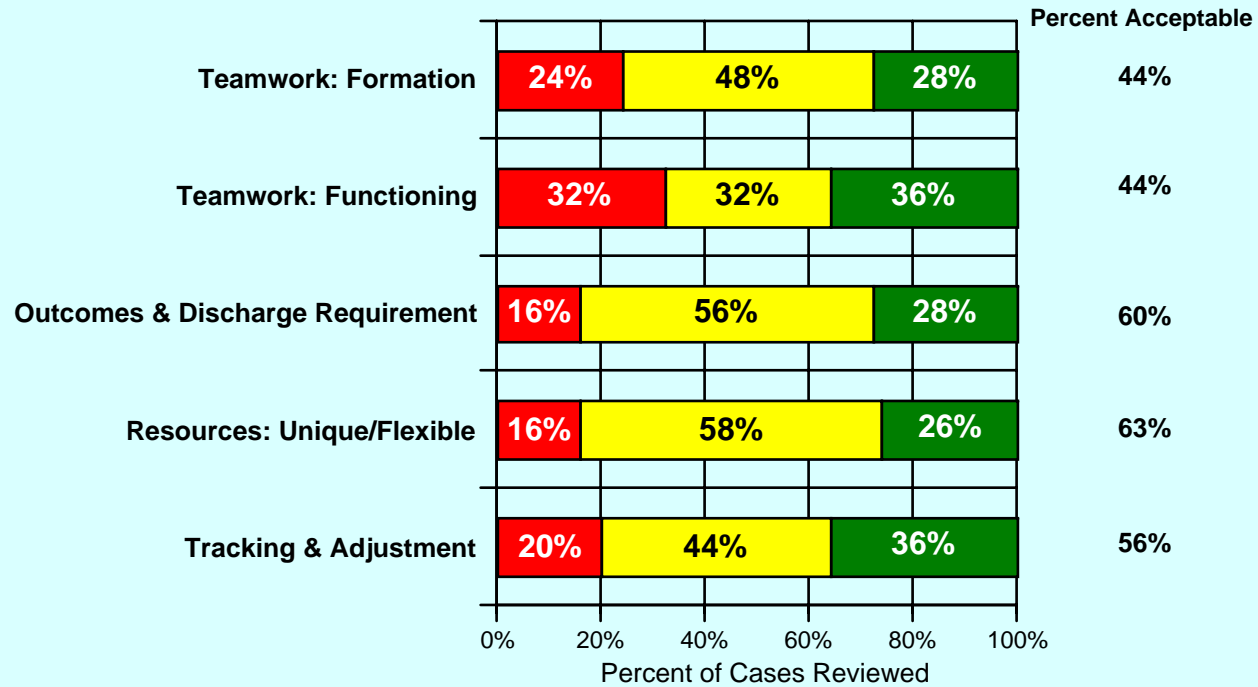


Statewide Challenges Child/Youth Reviews

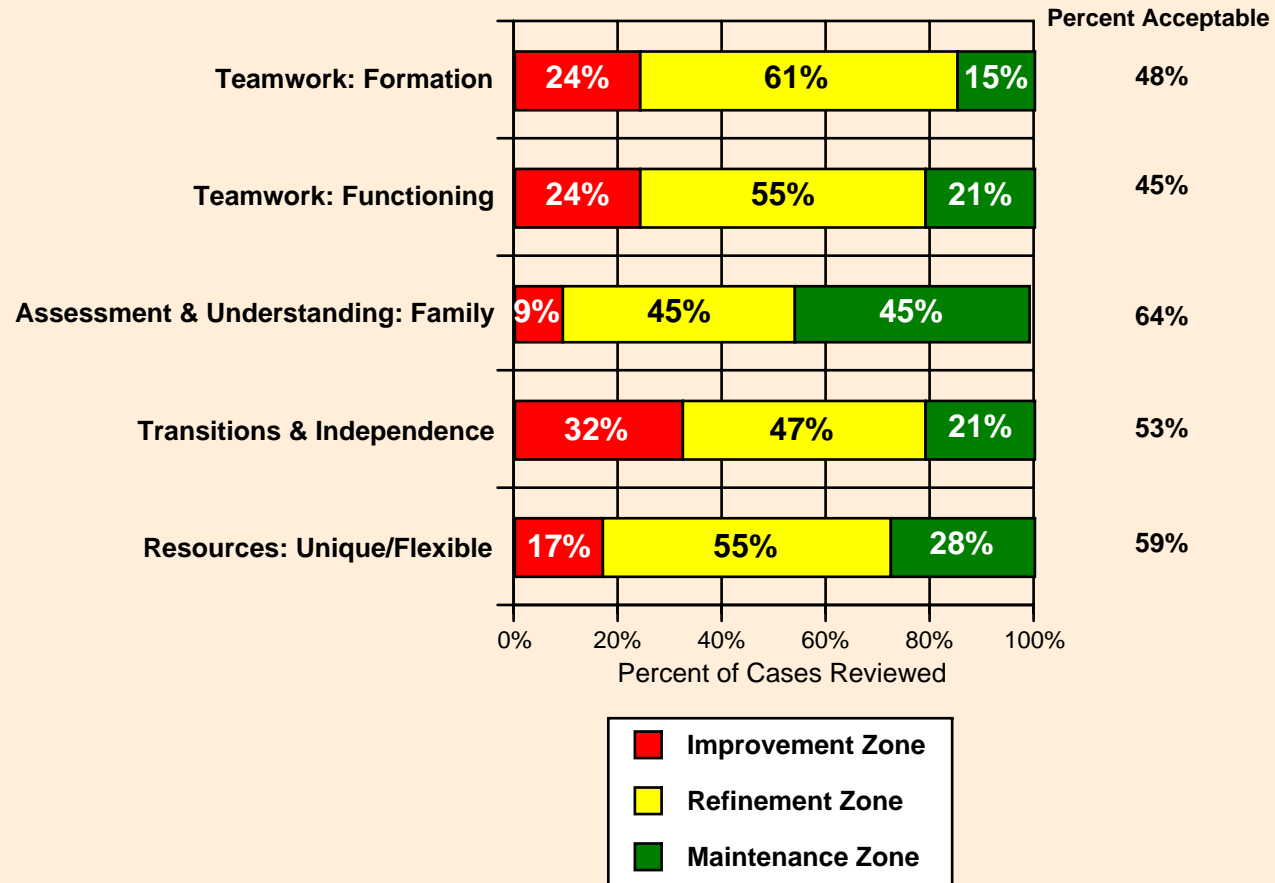


- Improvement Zone
- Refinement Zone
- Maintenance Zone

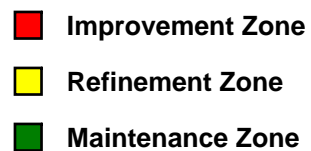
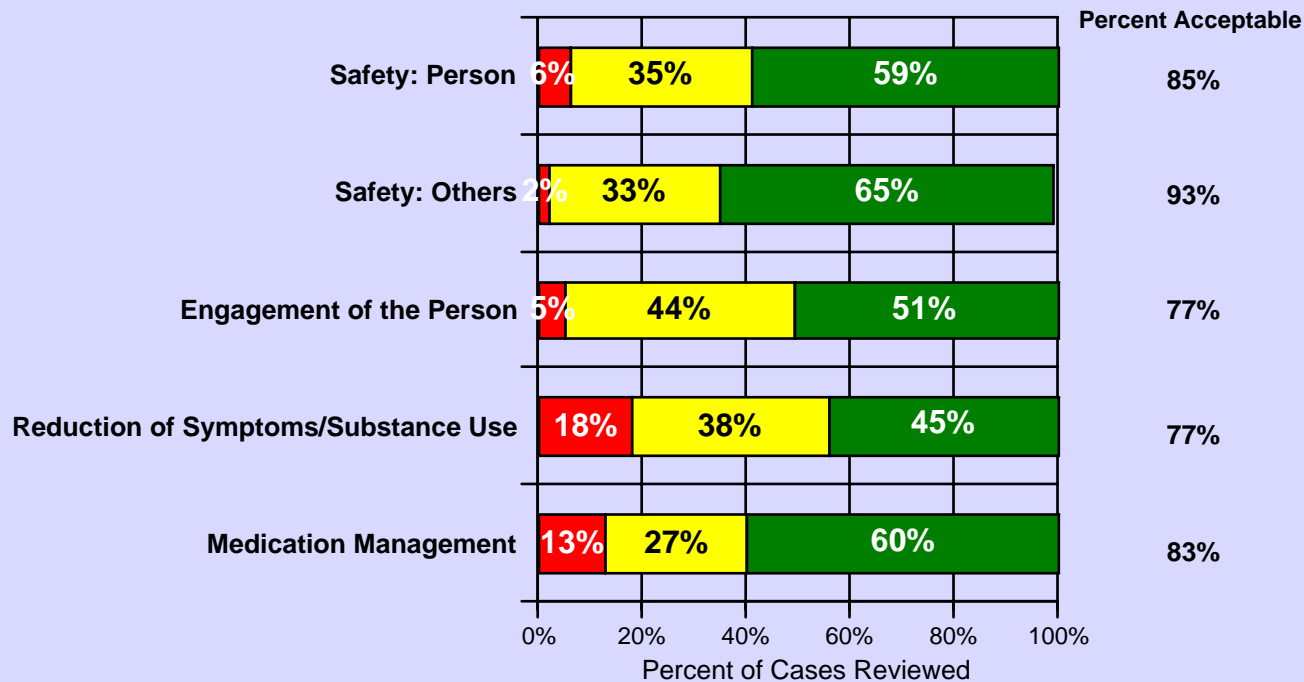
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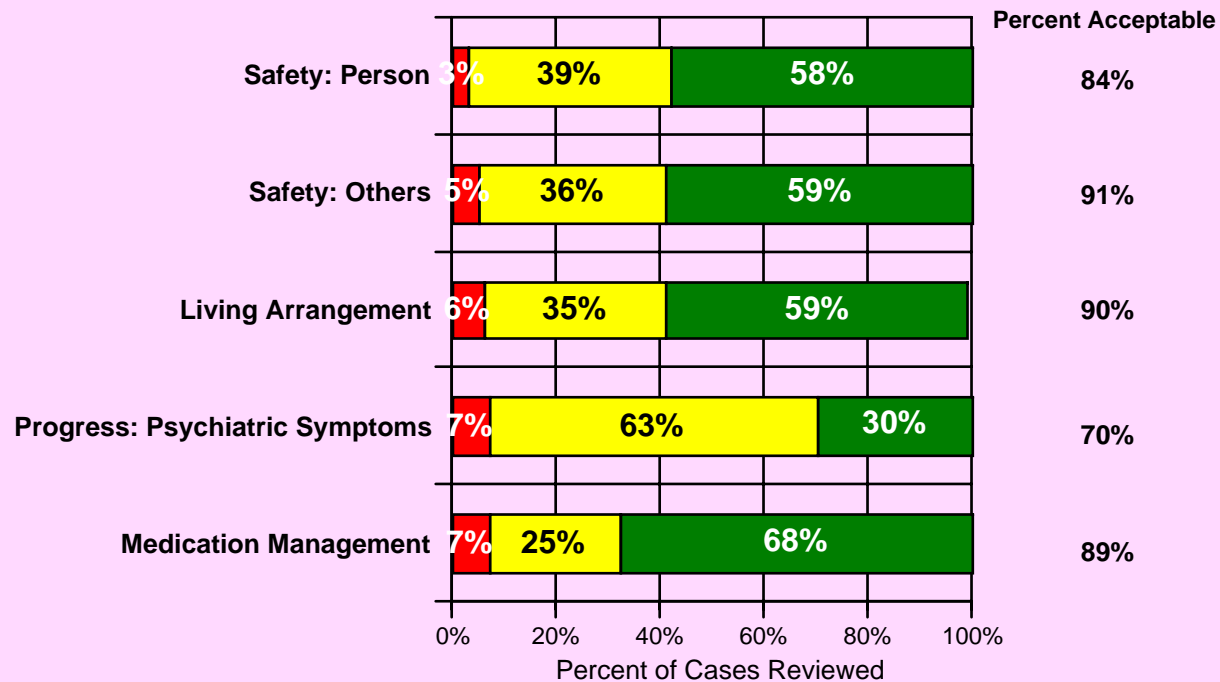
Northwest Region Challenges Child/Youth Reviews



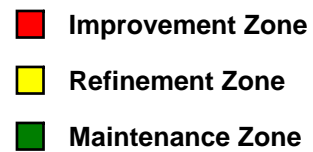
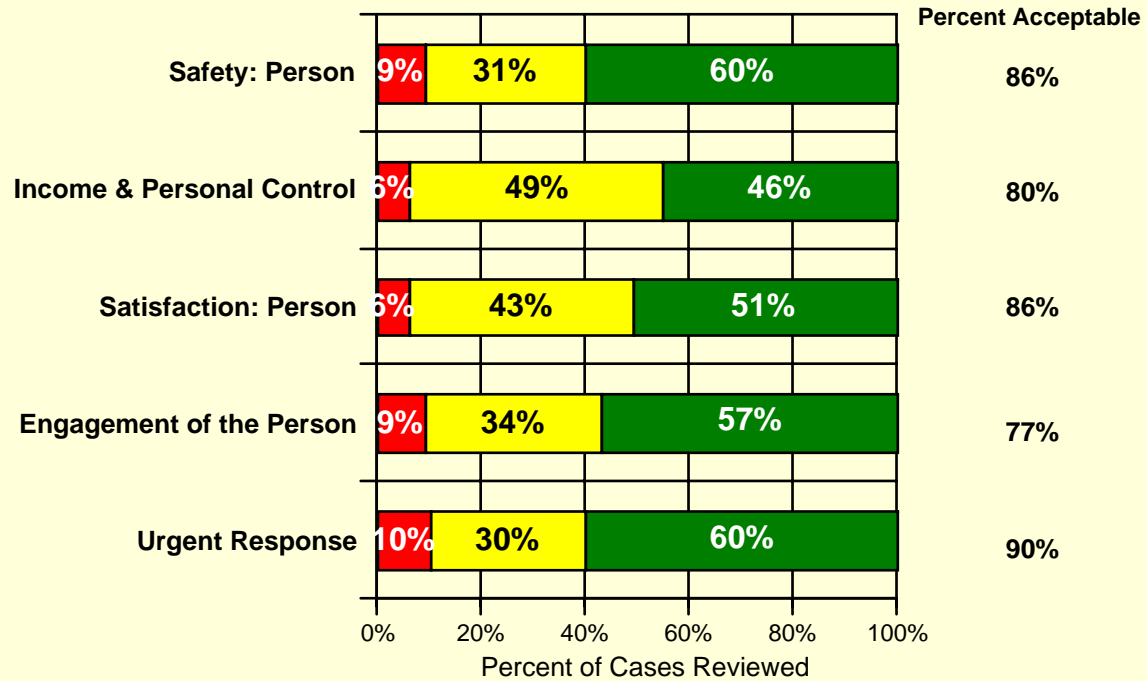
Statewide Strengths Adult Reviews



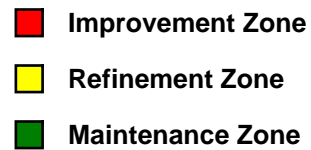
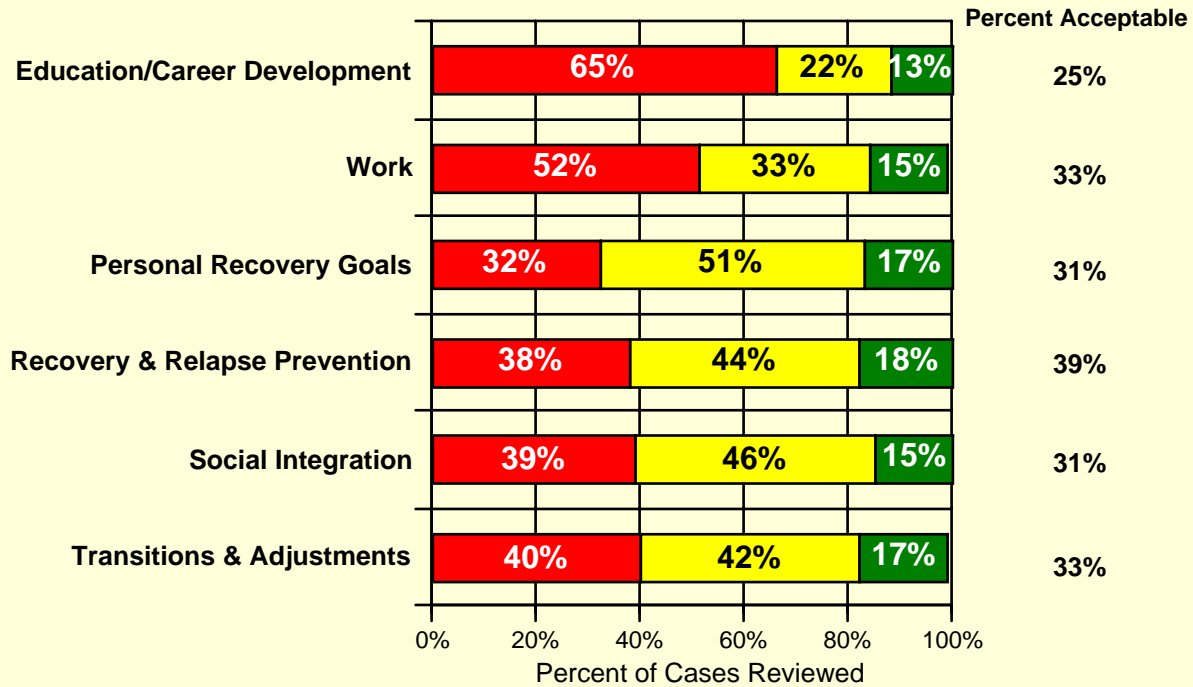
Central Region Strengths Adult Reviews



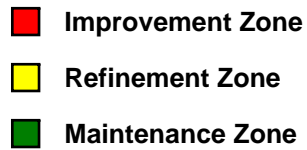
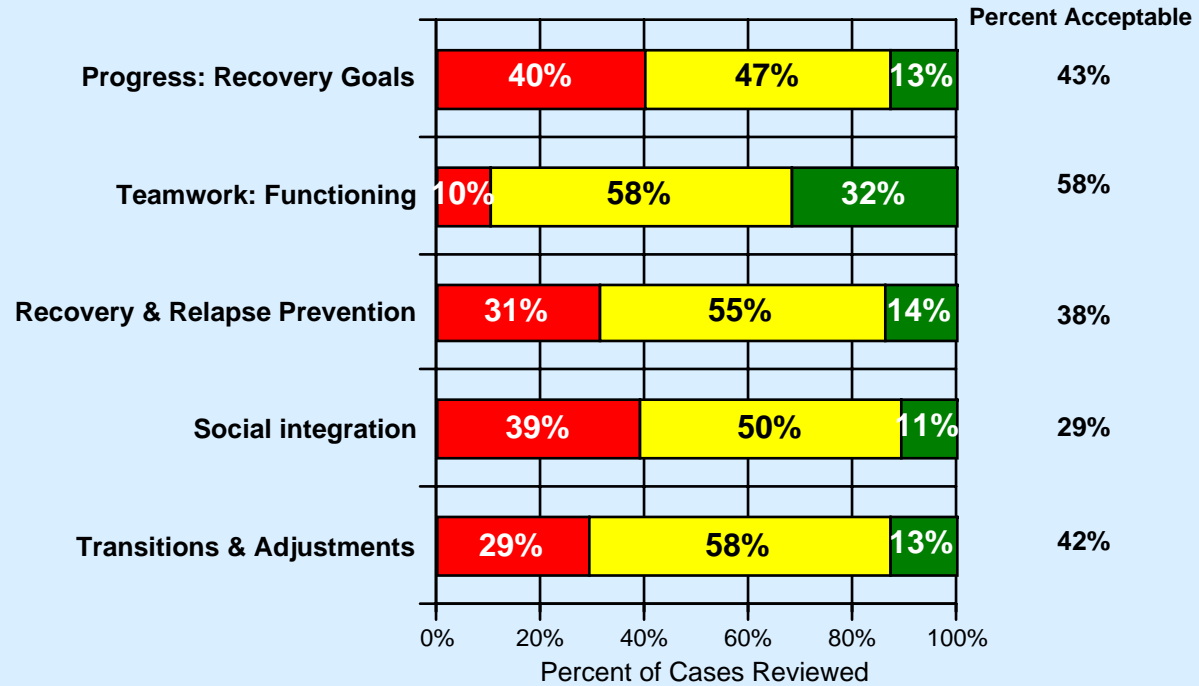
Northwest Region Strengths Adult Reviews



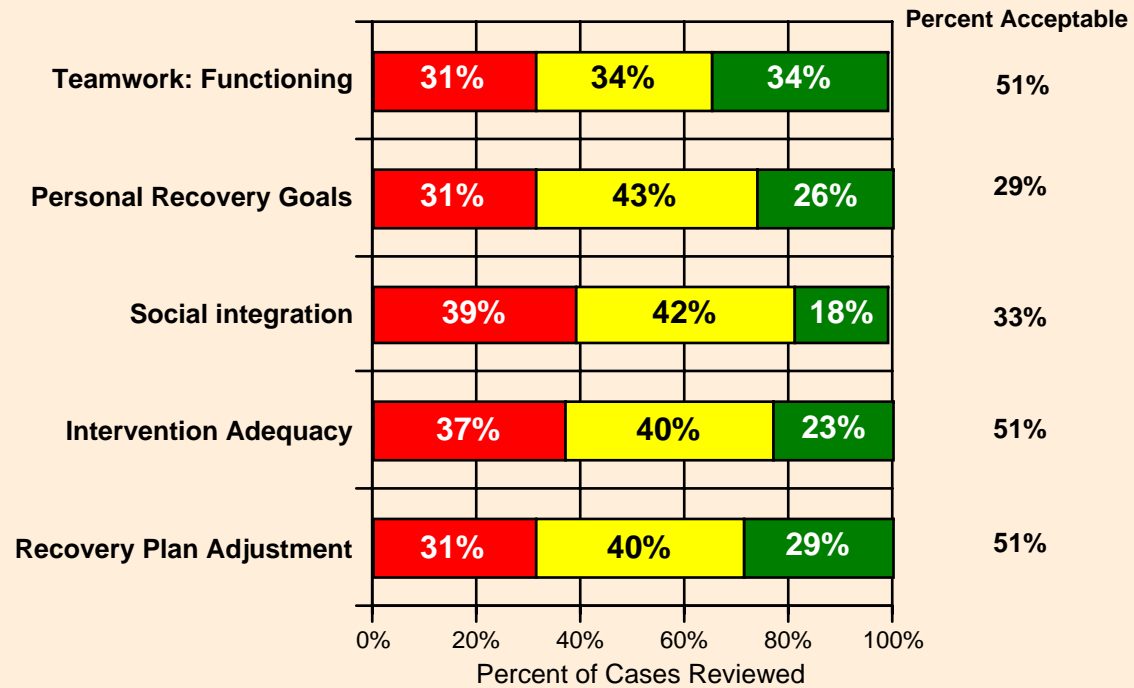
Statewide Challenges Adult Reviews



Central Region Challenges Adult Reviews



Northwest Region Challenges Adult Reviews



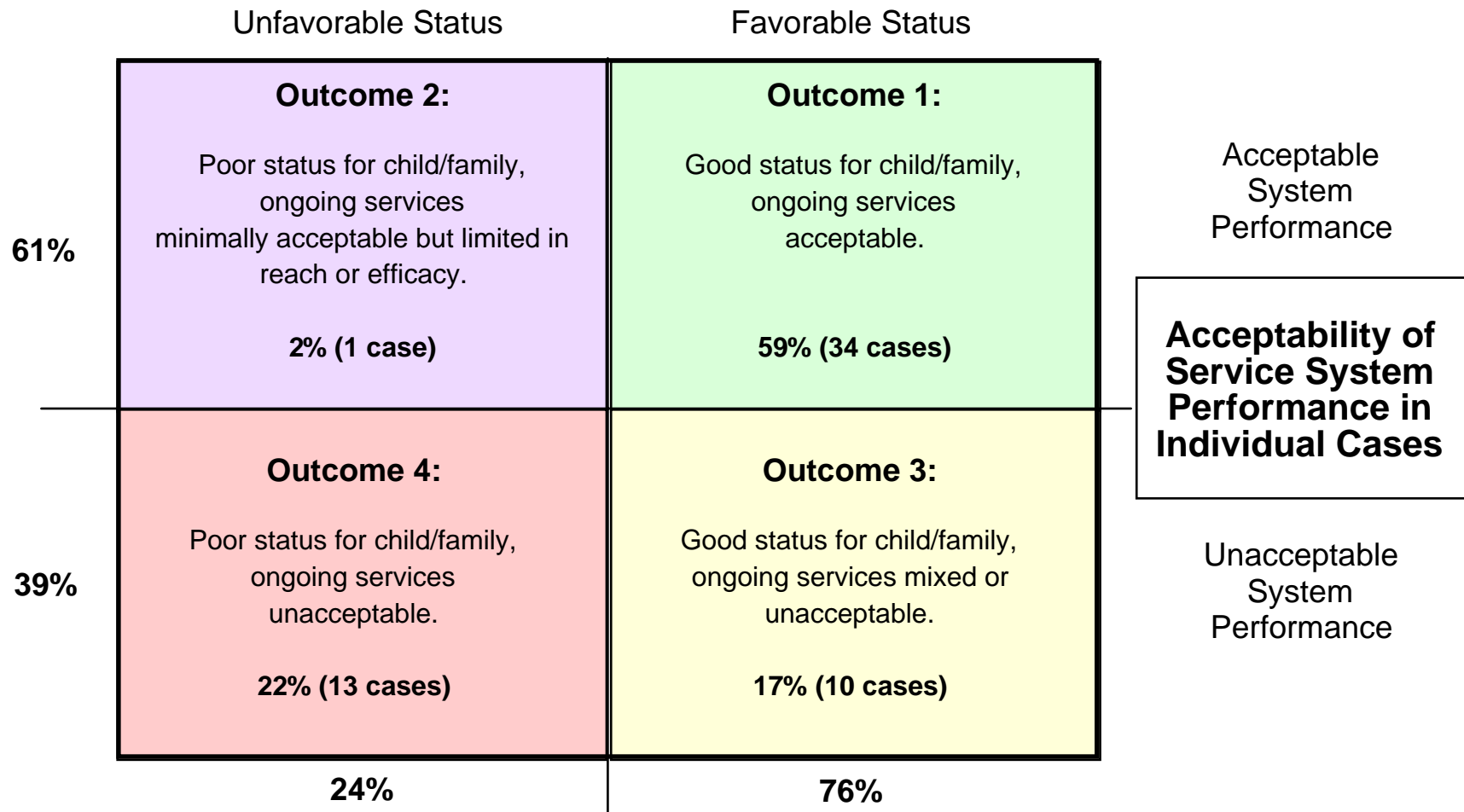
Improvement Zone

Refinement Zone

Maintenance Zone

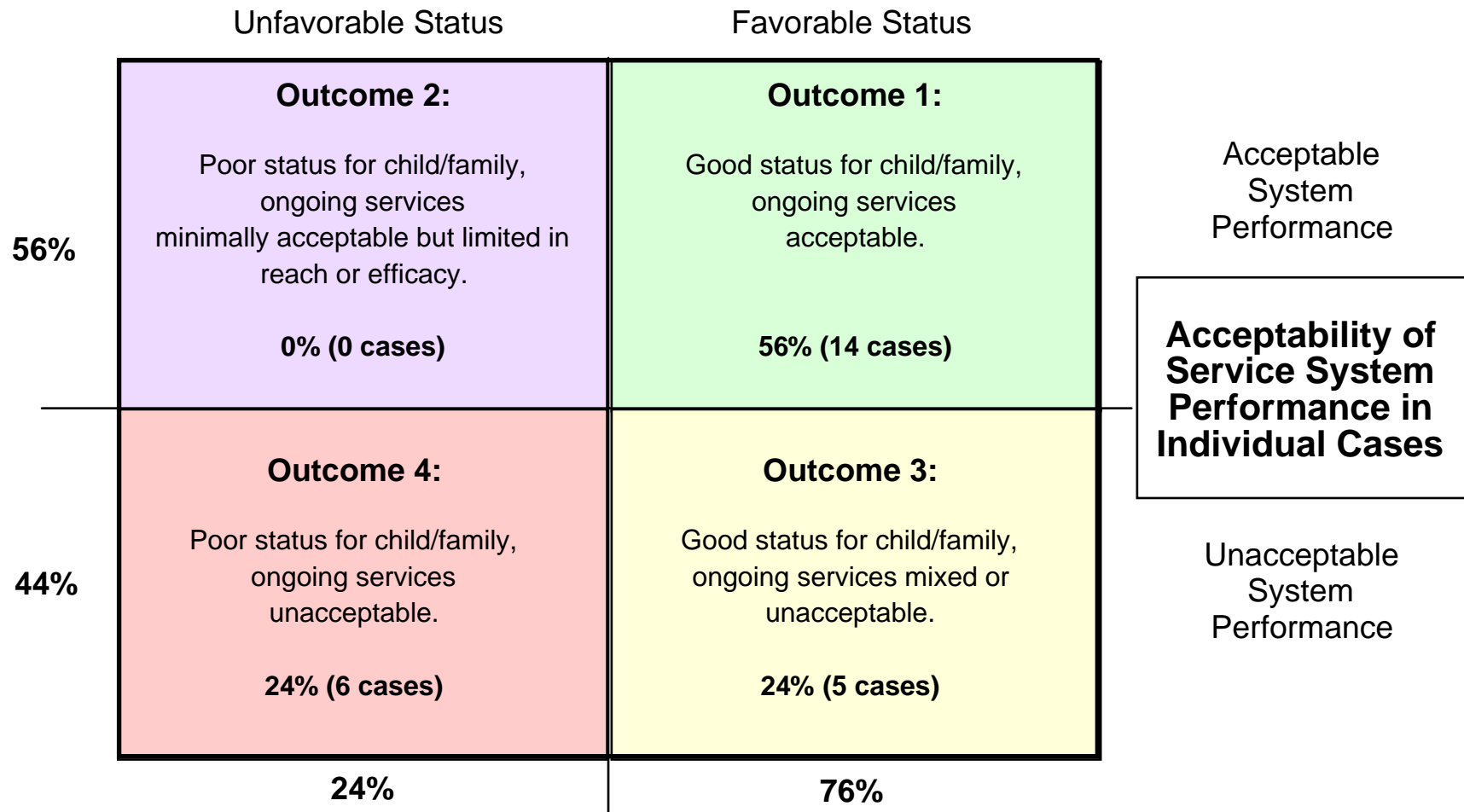
Statewide Child Case Review Outcome Categories

Status of Child/Family in Individual Cases



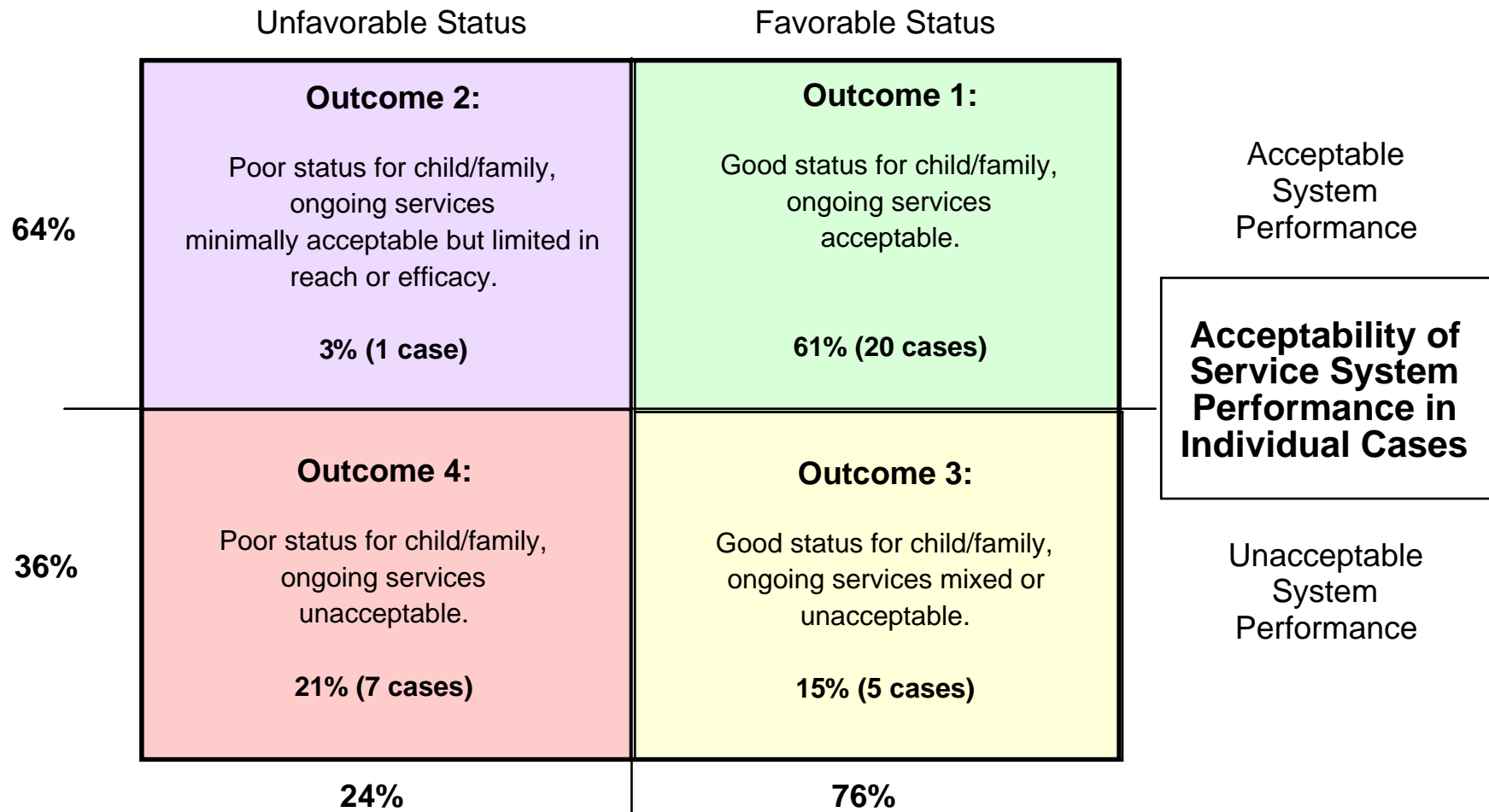
Central Region Case Review Outcome Categories

Status of Child/Family in Individual Cases



Northwest Region Case Review Outcome Categories

Status of Child/Family in Individual Cases



Statewide Adult Case Review Outcome Categories

Status of the Participant in Individual Cases

		Unfavorable Status	Favorable Status	Acceptability of Service System Performance in Individual Cases	
60%	Outcome 2:	Poor status for the participant, ongoing services minimally acceptable but limited in reach or efficacy.	Good status for the participant, ongoing services acceptable.		Acceptable System Performance
		6% (4 cases)	55% (36 cases)		
40%	Outcome 4:	Poor status for the participant, ongoing services unacceptable.	Good status for the participant, ongoing services mixed or unacceptable.	Unacceptable System Performance	
		26% (17 cases)	14% (9 cases)		
		32%	69%		

Central Region Adult Case Review Outcome Categories

Status of the Participant in Individual Cases

		Unfavorable Status	Favorable Status	
75%	26%	Outcome 2: Poor status for the participant, ongoing services minimally acceptable but limited in reach or efficacy. 10% (3 cases)	Outcome 1: Good status for the participant, ongoing services acceptable. 65% (20 cases)	Acceptable System Performance
		Outcome 4: Poor status for the participant, ongoing services unacceptable. 16% (5 cases)	Outcome 3: Good status for the participant, ongoing services mixed or unacceptable. 10% (3 cases)	Unacceptable System Performance
		26%	75%	

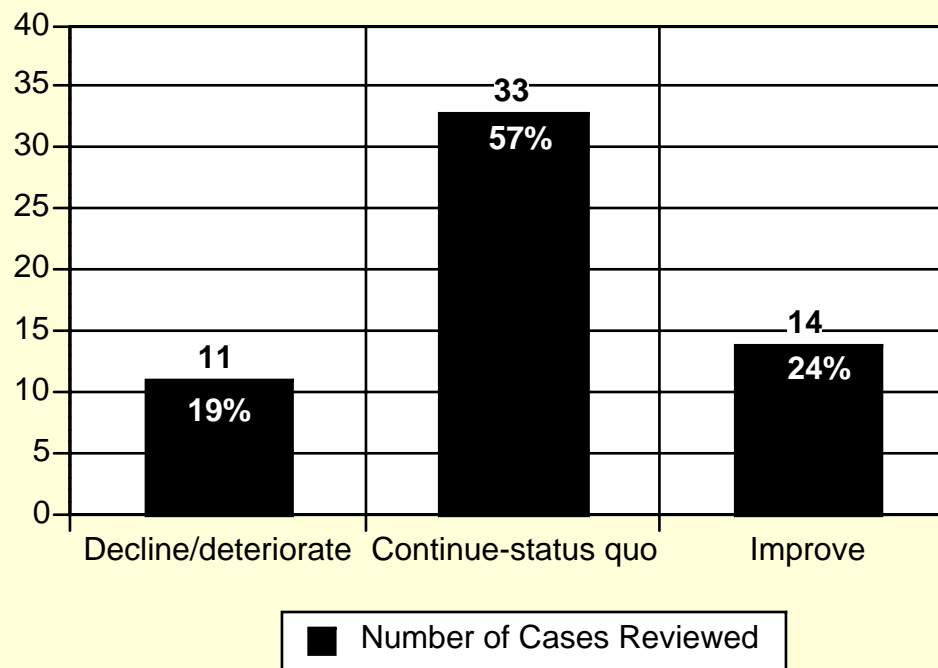
Northwest Adult Case Review Outcome Categories

Status of the Participant in Individual Cases

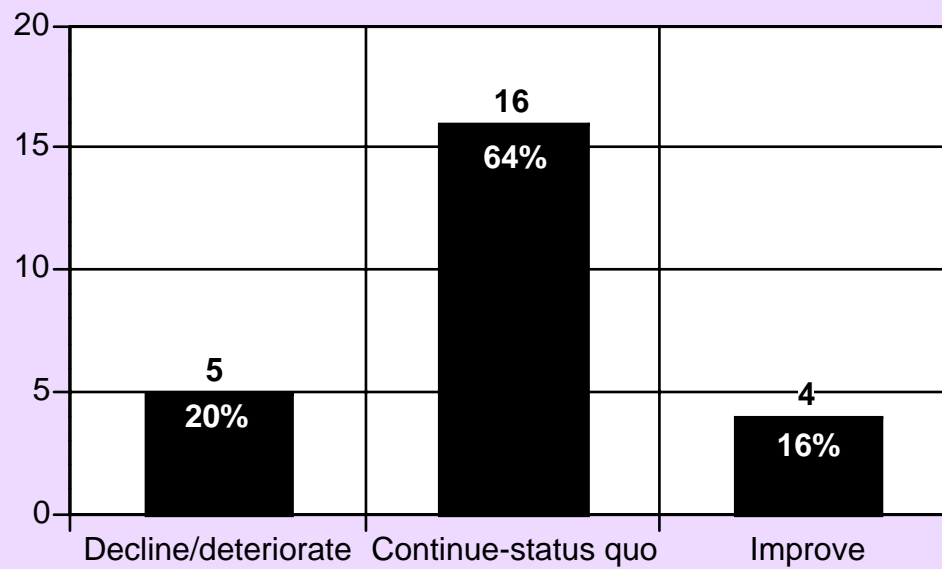
		Unfavorable Status	Favorable Status	Acceptable System Performance
49%	51%	Outcome 2: Poor status for the participant, ongoing services minimally acceptable but limited in reach or efficacy. 3% (1 case)	Outcome 1: Good status for the participant, ongoing services acceptable. 46% (16 cases)	
		Outcome 4: Poor status for the participant, ongoing services unacceptable. 34% (12 cases)	Outcome 3: Good status for the participant, ongoing services mixed or unacceptable. 17% (6 cases)	Unacceptable System Performance
		37%	63%	

Acceptability of Service System Performance in Individual Cases

Statewide Child Six-Month Forecast

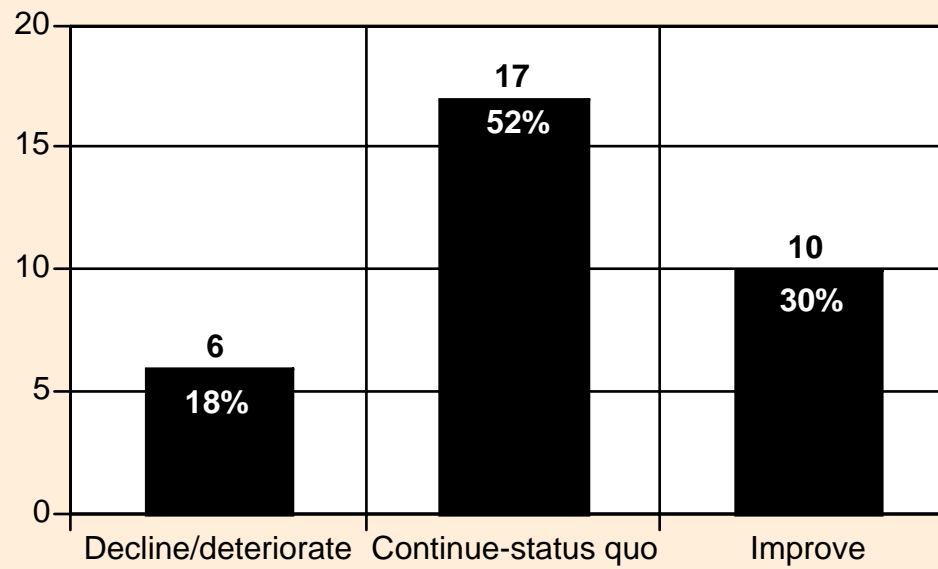


Central Region Child Six-Month Forecast



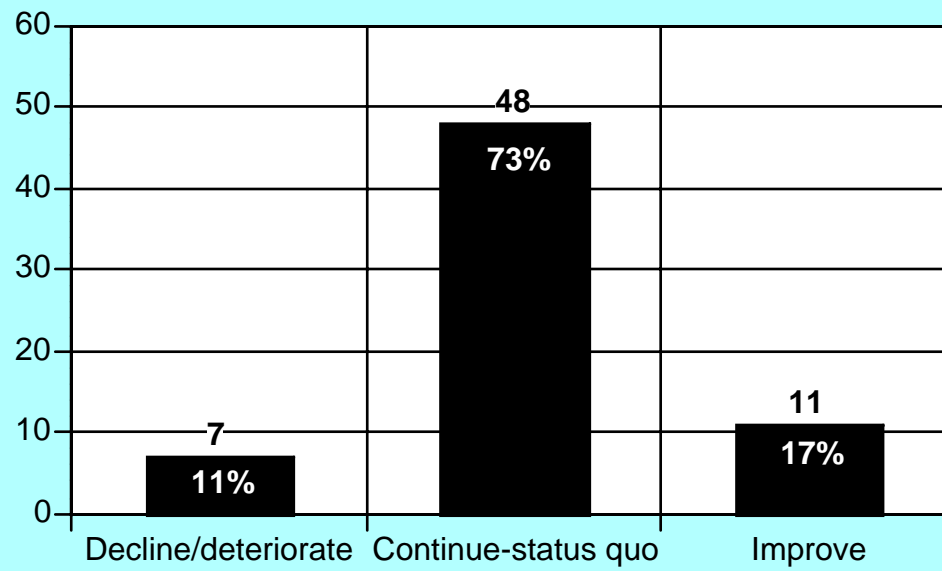
■ Number of Cases Reviewed

Northwest Region Child Six-Month Forecast



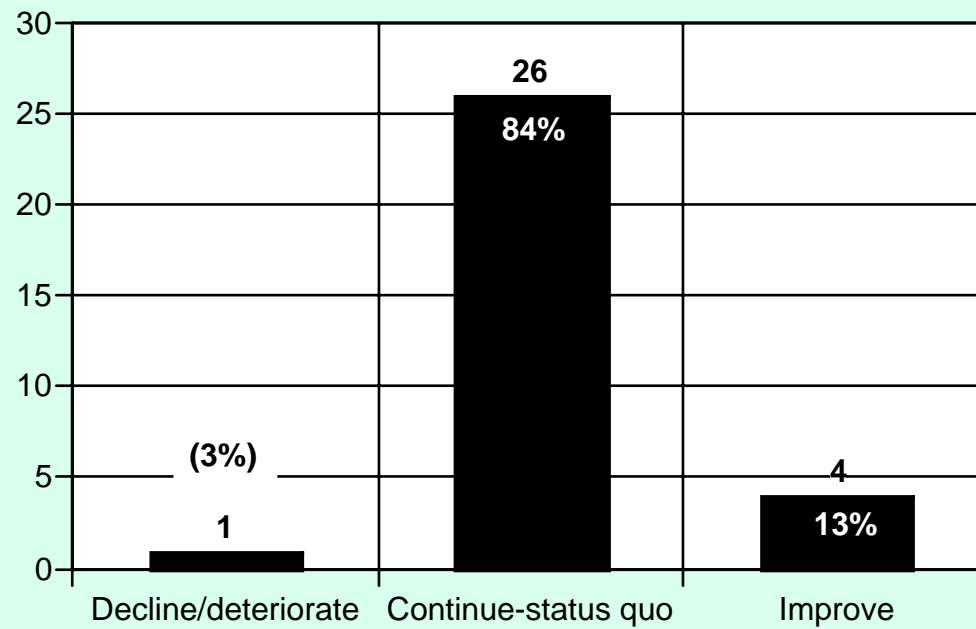
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Statewide Adult Six-Month Forecast



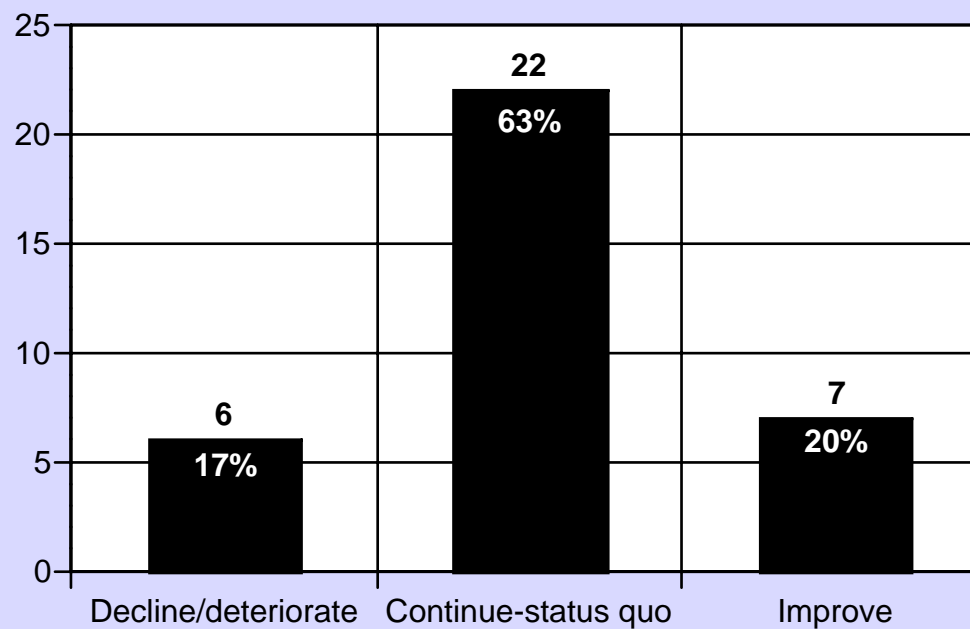
■ Number of Cases Reviewed

Central Region Adult Six-Month Prognosis



■ Number of Cases Reviewed

Northwest Region Adult Six-Month Prognosis



■ Number of Cases Reviewed

Questions and Feedback Re: CSR

- Questions?
- More Information available on the DMHA Website at:
<http://www.in.gov/fssa/mental/twgsresults.htm>
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